

Committee Attendance: Yen Chen, Cathy Drzyzgula, Jon Eisenberg, Paul Goldberg, Jose Zegarra Holder, Kirk Holmes, Suzanne Weiss, Richard Wells. *Absent:* Rob Andreoli, Kelly Cameron, Theola Poole, *Cable Office Staff:* Mitsuko Herrera

Call to Order

- Richard called the meeting to order at 7:05 pm with a discussion of the membership status and of the May meeting.

Approval of Agenda/Minutes of March-May meetings

- Jose moved to approve the agenda and was voted without dissent.
- Paul moved to approve minutes for the March, April and May meetings and were approved without dissent.

Cable Office Report

- Mitsi reported that the construction increase may be a result of the weather. Verizon is instituting a new billing format and is now sending out the first bills of this type, with an estimator. Providers do not consider a call to be a complaint if it is resolved in the initial call. Some are only considered complaints if it is in writing or through the cable office. Discussion followed on possible implications for any suggested changes to the process.
- Comcast Franchise Renewal: The process is continuing. Survey by cable office is being analyzed for July submission, discussion on changes from old contract include removing Fibernet and courtesy accounts, similar to Verizon. Approximately 11 focus groups are scheduled to be announced in the coming weeks.
- The Cable Office is still working to acquire useful energy compliance information with regard to set top boxes. CCAC would like to find ways to encourage reduced power usage, including requesting assistance for the State's Attorney in compliance.
- The Comcast low-fee internet program, part of the merger agreement—is being expanded. Now will include both free and reduced meal participant families, but still carries other restrictions. Comcast is looking to generate more awareness of the program and to process the applications more efficiently. Mitsi says the cable office is working with Comcast to help solicit customers to help them work together on the franchise renewal.
- Richard inquired about the update on the improvement in the online program listings

New Business

- Elections: Richard Wells was re-elected as CCAC Chair and Jon Eisenberg was elected Vice Chair. Suzanne agreed to stay on as Secretary until her term ends, or until someone else is elected!
- Meeting schedule: Paul moved that no scheduled meetings be held in July or August. The motion passed without dissent. The next CCAC meeting is Wednesday, September 19 at 7pm.
- Upcoming meetings: It was discussed to continue tours of the PEGs, and to invite Verizon to come discuss their new billing.

Public Comments

none

Adjourn Meeting adjourned at 8:45 pm

Submitted by: Suzanne Weiss, CCAC Secretary